

Unit CU806 Deliver Reliable Customer Service

Aims

This Unit is about how the learner delivers consistent and reliable service to customers. As well as being good with people, the learner needs to work with their organisation's service systems to meet or exceed customer expectations. In the learners' job there will be many examples of how they combine their approach and behaviour with their organisation's systems. The learner will need to prepare for each transaction with a customer, deal with different types of customers in different circumstances and check that what they have done has met customer expectations. To meet this standard they have to deliver excellent customer service over and over again.

Level: 2

Credit value: 5

| Learning outcomes | Assessment criteria |
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| The learner will: | The learner can: |
| 1. Prepare to deal with customers | 1.1 Keep their knowledge of their organisation's services or products up-to-date 1.2 Ensure that the area they work in is tidy, safe and organised efficiently 1.3 Prepare and arrange everything they need to deal with customers before their shift or period of work commences |
| 2. Give consistent service to customers | 2.1 Make realistic customer service promises to customers 2.2 Ensure that their promises balance the needs of their customers and their organisation 2.3 Keep their promises to customers 2.4 Inform their customers if they cannot keep their promises due to unforeseen circumstances 2.5 Recognise when their customers' needs or expectations have changed and adapt their service to meet the new requirements 2.6 Keep their customers informed if delivery of the service needs to involve passing them on to another person or organisation |

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| <p>3. Check customer service delivery</p> | <p>3.1 Check that the service they have given meets their customers' needs and expectations</p> <p>3.2 Identify when they could have given better service to customers and how their service could have been improved</p> <p>3.3 Share information with colleagues and service partners to maintain and improve their standards of service delivery.</p> |
| <p>4. Know how to deliver reliable customer service</p> | <p>4.1 Describe their organisation's services or products</p> <p>4.2 Explain their organisation's procedures and systems for delivering customer service</p> <p>4.3 Describe methods or systems for measuring an organisation's effectiveness in delivering customer service</p> <p>4.4 Explain their organisation's procedures and systems for checking service delivery</p> <p>4.5 Explain their organisation's requirements for health and safety in their area of work</p> |

Evidence Requirements

1. Your evidence should be collected when carrying out a real job, whether paid or voluntary, and when dealing with real customers, whether internal or external to the organisation. However, for this Unit, evidence collected in a realistic working environment or a work placement is permissible. Simulation is not allowed for any performance evidence within this Unit. (*Guidelines for a Realistic Working Environment can be found in the Assessment Strategy for Customer Service S/NVQs at Levels 1,2,3 and 4 – February 2010*)
2. You may collect the evidence for the Unit through work in a private sector organisation, a not-for-profit organisation or a public services organisation.
3. You must provide evidence that shows you have done this over a sufficient period of time with different customers on different occasions for your assessor to be confident that you are competent.
4. You must provide evidence that you have worked with different customers who have different needs and expectations.
5. You must provide evidence of delivering reliable customer service:
 - a during routine delivery of customer service
 - b during a busy time in your job
 - c during a quiet time in your job
 - d when people, systems or resources have let you down.